



November 9  
**2012**

This manual outlines the step-by-step installation of the Note II Phone, and Retail Mode APP Download for existing Samsung Devices on display.

# Note II BestBuy SWAS Installation Manual

**Technical Assistance**  
**1.855.441.6965**

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## BEFORE INSTALLATION & PROTOCOL

### BEFORE INSTALLATION

1. Confirm install date 1 – 2 days in advance with HOLMAN
2. Obtain Manager's name and number for day of installation

### PROTOCOL

3. Arrive to store on time and be polite and professional with store employees and customers
4. Wear clean HOLMAN shirt and pants
5. Foul language and unprofessional conduct will not be tolerated
6. Damage to devices, graphics or displays must be reported to HOLMAN immediately. HOLMAN is not responsible for any damages that occur on-site. Any costs incurred to repair or replace properties will be charged to installer.

**PLEASE NOTE: WORK AREA MUST BE COMPLETELY CLEANED BEFORE LEAVING JOB SITE**

**\*\*FAILURE TO COMPLY WITH THE ABOVE WILL RESULT IN NON-PAYMENT\*\***

## CONTENTS & REQUIRED SUPPLIES

### CONTENTS\*

1. Samsung Galaxy Note II
2. S-Pen
3. S-Pen Security Wire Install Box
4. Acrylic S-Pen Cradle
5. UPS Return Envelope
6. Technical Assistance Stickers
7. HOLMAN Business Cards
8. POP: Header Graphic
  - a. 2 Sizes (Only one Graphic per store)
9. POP: 4 Shelf Liner Graphics
10. USB Key (English or French)
11. WD Remote Control
12. Sintra Piece (For under display)
13. TOOLS:
  - a. Tri-wing Security Key
  - b. Tamper Proof Bit
  - c. Micro Phillips Screwdriver
  - d. Alcohol Cleaning Pads
  - e. Disc Sensor Adhesive Pads

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#### Pre-Installed Samsung TV Wall

1. Wireless USB Adapter
  - a. USB Key (New Content to be installed)

### EXISTING CONTENTS

1. 2 GSIII Phones
  - a. 1 White
  - b. 1 Blue
2. Samsung TV
  - a. USB Key (Return to HOLMAN)
3. Galaxy Note I (Return to HOLMAN)
  - a. Security Bracket
  - b. Disc Sensor
  - c. Round Sensor
  - d. Power Coupler
4. Small Header Graphic

### REQUIRED SUPPLIES\*

1. Standard Tool Kit
2. Cleaning cloth
3. Bottle of Cleaner

**\*Installer to bring on-site**

## TO BEGIN INSTALLATION

### UPON ARRIVAL TO STORE

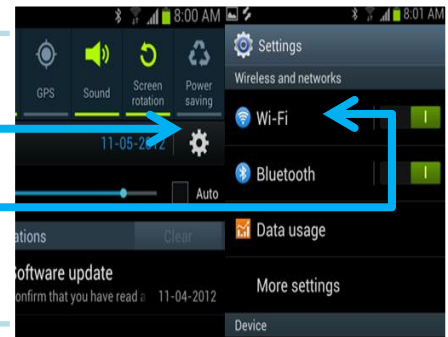
1. Ask an available sales associate to speak with the Manager
2. Introduce yourself to Manager and explain why you are there and provide them with Holman Business Card
3. Ask Manager
  - a. To deactivate security system in display unit
  - b. For Vanguard Security Wrench

## CONNECT GS3 PHONES TO WIFI

1. Turn on GSIII with button located on right side of the phone
2. To set up the Galaxy SIII network connection swiipe the top screen downwards



3. Click the "gear" icon to enter settings
4. Select the local WiFi



5. From the list of Wi-Fi networks, select the applicable one, based on the store you are installing in:

**WirelessWave :** "rfgww"  
**Tbooth Wireless:** "rfgtb"  
**WETC:** "rfgwe"  
**FutureShop:** "futureshop"  
**Best Buy:** "bestbuy"



6. Enter the applicable password then click "Connect".

**WW, TBooth & WETC Password:** "\$martphone"  
**Future Shop Password:** "Future5h0P2012"  
**Best Buy Password:** "B35tBuy2012"



7. Once successfully connected, "Connected" will appear under the SSID
8. If WIFI is not connecting verify above information with Manager

**PLEASE CALL TECHNICAL ASSISTANCE**  
**1.855.441.6965 IMMEDIATELY IF YOU ARE UNABLE**  
**TO CONNECT TO WIFI**



## 'RETAIL MODE' APP OVERVIEW

### 'RETAIL MODE' APPLICATION OVERVIEW

Samsung's 'Retail Mode' application is the first of its kind, giving both consumers and sales reps a truly unique retail experience. Customers will be guided through a looping video to view top features and experiences of the Samsung Galaxy Note II.

The Samsung "Retail Mode" key solutions:

1. Optimize settings on the device
2. Prevent shoppers from altering the experience
3. Media content, apps, and critical settings will be protected. If a shopper takes pictures with the camera, removes pre-set media, or even adds a screen lock pattern on the phone, all of the alterations will be restored to the predetermined defaults just two minutes after the shopper walks away.

***Important Note: Estimated download time is 15 minutes per device***

**\*\*MUST BE CONNECTED TO WIFI TO DOWNLOAD & TEST APP\*\***

Download APP on existing phones

Test APP on NOTE II



**GOOGLE ACCOUNT SET-UP:**

1. Once connecting  
Select Access Point (AP must be OPEN)
2. Next: Samsung Account = SKIP
3. Google Account = YES
4. Enter Email and Password (Reference Appendix 2)
5. Sign-in
6. Next > Continue
7. Accept
8. Done
9. Join Google+ = NOT NOW
10. Set-up Credit Card = NOT NOW
11. Next
12. Drop Box = No Thanks
13. Finish



## APP DOWNLOAD &amp; TESTING INSTRUCTIONS

**DOWNLOAD “RETAIL MODE FROM PLAY STORE**

1. From home screen, tap the [“Play Store”](#) icon
2. Search the market and select [“Galaxy S III Retail Mode Canada”](#)
3. On the APP detail page, select the [“Download”](#) button
4. On the Permissions page, select [“Accept & Download”](#)
5. Once installation is complete, select the [“Open”](#) button
6. When prompted to accept a list of activation permissions, select [“Activate”](#)
7. Once complete, you will be prompted to enter in a password:
  - a. **English Password:** **4555**
  - b. **French Password:** **6555**
8. Select the [“Confirm”](#) button in the bottom right
9. Confirmation page will appear:

This will indicate that you have completed the download and installation of the Retail Mode APP. The Retail Mode APP will now begin placing media files in gallery, altering settings on phone, and installing two applications
10. The [“On Device Demo”](#) APP is one of the apps to be installed
11. Screen will automatically appear and indicate that it is “Loading Demo Content”
12. The status bar will indicate how far along the download is  
**\*\*Be sure to turn off WiFi to use Mobile connection\*\***
13. After all of the content is loaded, the [“On Device Demo”](#) application will begin running automatically
14. When application prompts, choose either [“English”](#) or [“French”](#)
15. Return to the home screen and select [“Play Store”](#) icon
16. Tap the soft menu key (bottom left corner by the home button), select [“Settings”](#)
17. Check the [Auto Updates App](#) box
18. Return to home screen and demo will begin to play automatically

## INSTALLATION DEVICE LAYOUT

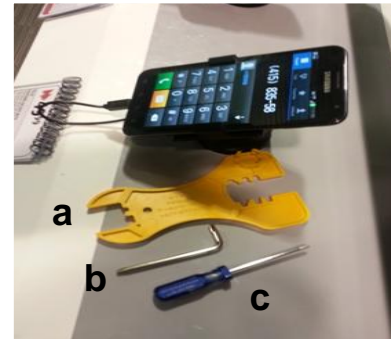
1. Digital Content: GSIII and Note II
2. POP/Graphic: GSIII and Note II
3. Live Device Placement
  - a. White GSIII
  - b. Blue GSIII
  - c. Grey Galaxy Note II with S. Pen
4. Shelf POP: GSIII & Note II Feature Benefits
5. Accessories:
  - a. Samsung OEM
  - b. 3<sup>rd</sup> Party Branded Samsung



## UNINSTALLING NOTE I

### Required Tools:

- a. Vanguard Security Wrench
- b. Tri-wing Security Key
- c. Holman Phillips Screwdriver



1. From far right post: Using the Phillips Screwdriver unscrew the Disc Sensor Boot from Disc Sensor attached to Retractor from far right post



2. Unplug Retractor from Disc Sensor
3. Unplug coupler from Disc Sensor and Galaxy Note I



3. Using the Tri-wing Security Key unscrew security screws from brackets



4. Remove all brackets from Note I





## HOLMAN DISC SENSOR: REMOVE FROM NOTE I & ADD TO NOTE II

1. Use the Security Wrench (Ask Store Manager) and place around Disc Sensor on Galaxy Note I as shown
2. Twist Security Wrench to the right to remove Disc Sensor from back of device



3. Place Note I in envelope
4. Find UPS label with store address in top left corner and stick to envelope



3. Clean the Disc Sensor using an alcohol pad
4. Peel the backing on new Disc Sensor adhesive pad and stick to clean Disc Sensor



5. Peel backing on Disc Sensor adhesive pad and stick to Note II as shown



6. Bring round security sensor tab to front and place at top right corner of Note II (Do not cover camera)



## INSTALLING NOTE II

1. Place main security bracket on top of Disc Sensor and secure with screws



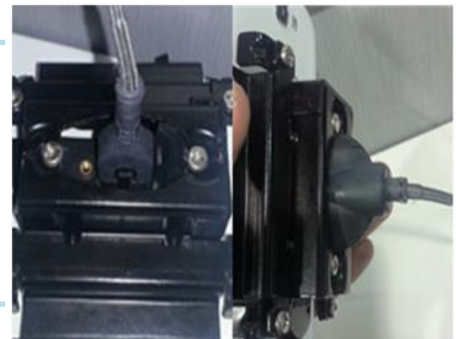
2. Attach side security brackets and secure with screws  
\*BE SURE NOT TO COVER SIDE BUTTONS WITH BRACKETS



3. Plug Power Coupler end into Disc Sensor  
4. Plug other end of Power Coupler into Phone



5. Plug Retractor into Disc Sensor  
6. Drop Disc Sensor Boot on Disc Sensor and secure with Micro Phillips Screwdriver



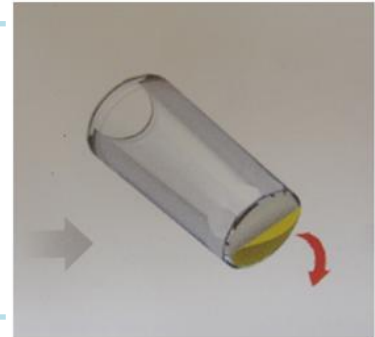
7. Note II is ready to be placed on post





## INSTALLING S-PEN CRADLE & S-PEN

1. Locate location of cradle mapped out on layout of display
2. Clean surface of display where cradle will be placed
3. Peel off all protection films of adhesive underneath the cradle
4. Place and press firmly to mount on display



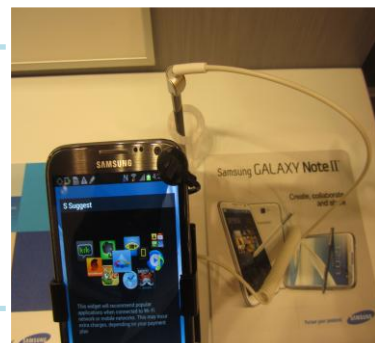
5. Open box with security wire and accessories
6. Hold S-Pen and put it into the security holder and pull security holder up to the head of S-Pen



7. Plug the lid (upper part) into the holder covering head of S-Pen



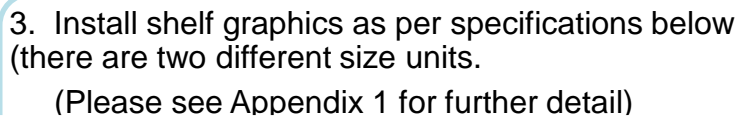
8. Feed other end of security wire through Note II power source hole in display surface
9. Collect extra wire from under display and attach together with black cable tie to shorten length of wire above display top surface
10. S-Pen and S-Pen Cradle are installed



11. Take the cover off under side of display that is velcroed on to expose wires
12. Screw S-PEN security wire loop to center wood beam with screw and wire management piece or washer as shown



1. Remove current GS III graphic (left)
2. Replace with new header POP/graphic (right)



## UPLOADING USB CONTENT

1. Remove WDTV unit from inside tabletop. Unit is attached with velcro. Gently free the unit.
2. Leave it plugged in and place it somewhere accessible.
3. The only input connections to the WDTV media player are the power adapter, HDMI cable and USB key, there should be no other connections.



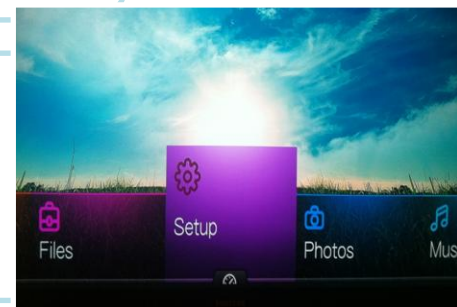
4. Ensure the WDTV is turned off before removing the old key and replacing it with the new key.
5. Press the power button on the remote to turn the WDTV off. The white LED on the front will turn off when the unit is off.



6. Remove old USB key and replace with new key
7. Press power button on the remote to turn the WDTV on - The white LED should turn on immediately, but it may take up to a minute for the screen to appear on the TV
8. If the following message appears '*The auto play content could not be accessed*' use the arrow buttons to select the green checkmark and press OK to continue to the Home Screen



9. Press the 'Setup' button on the remote or use the arrow buttons to select the 'Setup' icon and press OK



10. Select 'Operation' menu and press OK



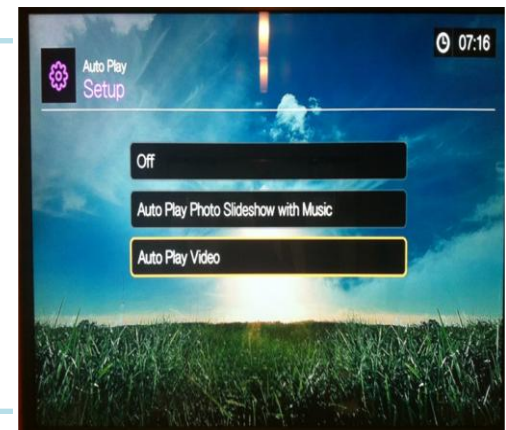


## UPLOADING USB CONTENT

11. Select the 'Auto Play' option and press OK



12. Select 'Auto Play Video' and press OK



13. Select 'DISK' and press OK

14. Select 'DISK-0' and press OK



15. Select 'Select here' and press OK

16. Select the green checkmark and press OK to return to the 'Auto Play' menu

17. NOTE: Press the power button to turn off the unit to ensure the new settings are saved

18. Press the power button again to turn the unit back on and videos should loop automatically

19. Watch the videos play, and that they REPEAT from the first video AUTOMATICALLY



## INSTALL SINTRA COVER

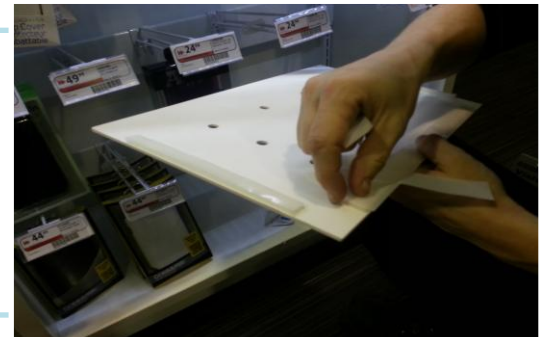
Sintra is provided to prevent cables from dangling



1. Push up all dangling cables and boxes up through opening



2. Remove backing from velcro

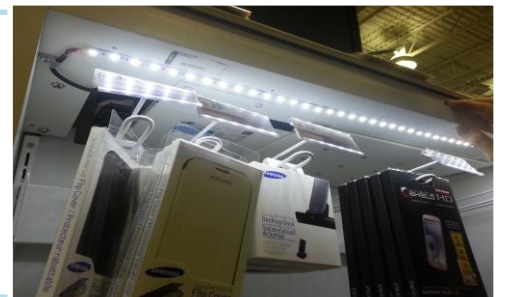


3. Clean area around opening with alcohol swab.

4. Adhere Sintra cover opening



5. Check there are no other dangling cables and move back any accessories that were moved during installation.



## CLEANING & FINAL INSTRUCTIONS

### Cleaning Instructions

1. Make sure all protective plastic has been removed from contents and devices
2. Gently wipe down any dirt, dust, and fingerprints on contents and devices (Cleaning products?)

**PLEASE NOTE: WORK AREA MUST BE COMPLETELY CLEANED WITH NO BOXES OR PLASTIC LAYING AROUND BEFORE LEAVING JOB SITE AS HOLMAN WILL BE NOTIFIED IF THIS IS NOT THE CASE**

### Final Instructions

1. **Voluntary Bag Check:** All installers must notify Store Manager upon leaving and present/open their tool bags voluntarily for a bag check.
2. **Complete Sign-Off Sheet** with Manager's signature
3. **Take a 2-3 Photos** of the completed installation from different angles (1 Full Shot & 1 Close up)
4. Take a photo of signed Sign-Off Sheet
5. Email all photos including photo of Sign-Off sheet to: [note2@holmanexhibits.com](mailto:note2@holmanexhibits.com)
6. Report completion of installation. Provide HOLMAN business card if you did not already do so.

## CHECKLIST

### CHECKLIST:

- ☐ Test WiFi Connection on GS III Phone
- ☐ Replace Galaxy Note I with Galaxy Note II
- ☐ Record IMEI # from Galaxy Note II on Sign-Off Sheet
- ☐ Attach S-Pen Cradle on display as per drawing
- ☐ Assemble S-Pen Security Wire and feed wire below surface of display
- ☐ Install Header Graphic and 3 Shelf Liner Graphics
- ☐ Test Galaxy Note II in 'Retail Mode'
- ☐ Download 'Retail Mode' APP on 2 GSIII Phones
- ☐ Upload Commercial with USB Key/Stick
- ☐ Confirm accessories below are Samsung OEM
- ☐ Place Tech Support stickers on back of devices
- ☐ Place old Note 1 Device and WD Remote in UPS Return Envelop supplied and mail at UPS store drop box or return to HOLMAN
- ☐ Send pictures of completed installation and Sign- Off Sheet within 24 hours of completion to:  
[note2@holmanexhibits.com](mailto:note2@holmanexhibits.com)

## SIGN-OFF SHEET

**HOLMAN,**

**As per the installation requirements of our store, I have examined the display unit and it has been installed properly and the devices are in working order.**

**Store #:** \_\_\_\_\_ **Address:** \_\_\_\_\_

**Galaxy Note II IMEI #** \_\_\_\_\_  
(Found on side of box)

**Installation Notes/Issues:** \_\_\_\_\_

**Retail Mode App Download:** \_\_\_\_\_ **Complete** \_\_\_\_\_ **Incomplete** \_\_\_\_\_

**Circle which GSIII Phone/s on display did not finish downloading:** \_\_\_\_\_

\_\_\_\_\_ **Left GSIII** \_\_\_\_\_ **Middle GSIII** \_\_\_\_\_

**Notes:** \_\_\_\_\_

**Store Manager Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**\*\*Please be sure to send pictures of completed installation and Sign-Off Sheet within 24 hours of completion to: [note2@holmanexhibits.com](mailto:note2@holmanexhibits.com)\*\***